

# **SFA FMS APPLICATION MANAGEMENT**

## **Metrics Based Service Target Report**

### **Appendix A - Definition of Metrics**

<b>Metric #</b>	<b>Title and Definition</b>
2.0	<b>Response Time High Priority</b>
2.1	<b>Response Time Medium Priority</b>
1.2	<b>Response Time Low Priority</b> Elapsed Time from initial logging of Request by Tier 1 Help Desk to acknowledgement of Request by the Application Management Team . For High Priority Requests the Tier 1 Help Desk will make an additional phone call or page to the Application Management Team.
2.3	<b>Resolution Time High Priority (Complex)</b>
2.4	<b>Resolution Time Medium Priority (Complex)</b>
2.5	<b>Resolution Time High Priority (Simple)</b>
2.6	<b>Resolution Time Medium Priority (Simple)</b> Elapsed Time from acknowledgement of Request by the Application Management Team to notification of Tier I Help Desk that the Request has been resolved and that the solution is ready to be moved into production All movement of changes into Production is dependent on the VDC. In addition source code changes are dependent on Oracle Service level agreements and response from the Oracle Tech Support team. The Application Maintenance Team will manage the interface with Oracle but cannot directly control Oracle's Resolution Time. Measurements are made by Complex and Simple requests in a High and Medium priorities.
2.7	<b>Resolution Quality</b> This metric measures the level of rework effort required for completed requests. The target is 90% require no work during the first two weeks of being placed into production or over a normal business cycle.
2.8	<b>Work Estimate Accuracy</b> This metric measures the accuracy of the work effort estimates for complex requests. The target is 90% of the estimates end within a 20% plus or minus variance from the actual effort.
2.9	<b>Service Reporting Delivery</b> This metric covers the timely delivery of monthly Metrics Based Service Target Reports. Measured by the number of days from the 7 day target.
3.0	<b>Help Desk Request Volume</b> Reporting on the number of request made to the Tier II Help Desk. This is not a metric but used for informational purposes for SFA FMS management only.